



South End Rowing Club Procedures

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BOARD OF DIRECTORS

This procedure describes the South End Board of Directors, including the election process, running of Board meetings, job descriptions of Board members, oversight of budgets, spending and hiring of paid club employees.

The purpose of this procedure is to provide transparency to club members regarding the operation of the Board and to promote consistency in Board operations.

Elections

Election Administrator

Each year the Board appoints an Election Administrator no later than October 1. The Election Administrator shall be a member in good standing for at least one year who is not a candidate in the election.

Election Timeline

The Election Administrator shall observe the following schedule:

- a. Send an announcement of the election, including a call for candidates, to each member no later than October 15;
- b. Set a deadline for receipt of all statements of candidacy no later than November 15;
- c. Send a ballot with the statements of candidacy to each member within one week after the statement deadline;
- d. Set a deadline for receipt of all ballots no later than December 15;
- e. Count the ballots and announce the results within one week after the balloting deadline.

Election Process

Balloting and communication shall be done by mail, email, or any combination in such a way that the ballots are both secret and verifiable. Only active, life and out of town members in good standing may vote.

The Election Administrator shall announce the time and place of the ballot count at the time the ballots are sent to the members. Any member in good standing is welcome to attend and observe the final ballot count.

If there is no more than one candidate for each elected office (2 for DAL), the Election Administrator may declare all the candidates to be elected without sending the ballots. If there is no candidate for a particular elected office, elected officers shall fill that office by a majority vote among themselves at the next Board meeting.

Replacement Of Elected Officers During Their Term

Elected officers may resign, or be removed from office for good cause, by a vote of the other elected officers. Good cause for removal is defined as follows: an abuse of the powers or neglect of the duties of the office, or repeated absences from regular Board meetings. The officer to be removed shall be notified of the meeting at which the vote is to take place, so that he or she may present a defense. When an officer has been removed or his or her membership has terminated, the Board may select a replacement by a majority vote of the elected officers present at a Board meeting. Both the removal and replacement of officers must be ratified by a majority vote of members at the next membership meeting, but the new officer shall begin his or her term on the date of the Board meeting.

Board Meetings

Board Meetings are held on the 2nd Wednesday of the month.

All items for the meeting agenda must be sent to the club secretary by the Wednesday before the meeting. Any Board member may submit an item for inclusion on the agenda however the final agenda is determined by the President. Except in emergencies, the Board will only take action, i.e., vote, on matters that appear on the agenda. The agenda will be posted on the bulletin board at the front of the club and the Club's website by the Monday before the Wednesday meeting.

All Board Meetings will include a Member's Moment at the beginning of each meeting where any member in good standing may present any topic to the Board. The Member's Moment is limited to 5 minutes of meeting time on any one subject.

The President runs the meeting based loosely on Robert's Rules of Order. However no Board member shall be made to feel a set of procedures limit their ability to discuss a motion put before the Board for a decision.

Board Minutes, Commissioner Reports, budgets for major club events or events that include non-members, and rental requests must be sent to the Board email distribution list (board@serc.com). Board members should review any reports, budgets, or meeting minutes from the prior meeting, as paper copies are not passed out at the meetings.

Dinner follows each board meeting. Each part of the Board is responsible for providing a board meeting dinner and clean up according to the following schedule. The club pays for the dinners. The budget for each dinner is \$400 for 20 people.

| | |
|-----------|---|
| January | Executive Board (President, Vice President, Secretary, Treasurer) |
| February | Swimming. |
| March | Rowing |
| April | Running |
| May | DAL's |
| June | Handball |
| July | Swimming |
| August | Rowing |
| September | Running |
| October | DAL's |
| November | Handball |
| December | Annual Board Meeting Dinner - TBD |

All Board members are included in the Board email distribution list. This improves communications between meetings between members. Please do not forward Board emails to others, or post to other email list-serves such as Google Groups.

Closed Session

By default, all Board agenda items are open to all Club members. However, at the discretion of the presiding officer, certain items requiring confidentiality may be considered in closed session meaning:

- Only Board members or a subset of Board members may be present for that portion of the meeting.
- Except as explicitly exempted by the presiding officer, Board members may not share the closed item with individuals who weren't entitled to be present at the closed session. Those entitled to attend the closed session may discuss the item amongst themselves.
- Closed session items are not included in the meeting minutes.

In the interest of transparency, closed sessions should be used sparingly. Closed session is typically reserved for: disciplinary issues, items that are or might become a legal matter and the management of Club employees.

Powers And Duties Of Individual Officers

Each officer has the duty to uphold the by-laws, rules, and policies of the Club, and to submit to the Board on request all money and records of his or her office. The additional powers and duties of the officers include the following:

President - to preside at all Board meetings and membership meetings; to call special Board meetings and membership meetings; to appoint such committees as may be needed; to attend meetings of any committee as desired; to execute with the Secretary all documents in the name of the Club; to have general supervision over all the affairs of the Club;

Vice-President - to serve in the place of the President in the event of the President's absence or incapacity; to serve on any committees and perform any duties as requested by the President, with the approval of the Board;

Secretary - to have custody of all books, papers, and records of the Club pertaining to this office; to serve notice of Board meetings, membership meetings, and, when requested, committee meetings; to record and distribute the minutes of all such meetings; and to execute with the President all documents in the name of the Club;

Directors at Large - to represent club members across all sports by voting on decisions at Board meetings and to provide a voice for Club thru feedback to the Board as appropriate; to support the Board by leading committees and special initiatives as desired; and to support the President and the Board by executing special tasks including but not limited to conducting investigations related to Incident Reports;

Treasurer - to supervise the financial affairs of the Club; to have custody of all of the funds of the Club; to deposit all funds in the name of the Club in the bank or banks designated by the Board; to ensure that checks are signed in accordance with the check signing policy described in the By Laws; to make a monthly report to the Board and an annual report to the members of the budget and financial status of the Club; to submit to the Board on request all money and records of the office; to supervise an annual inventory of the Club;

Boathouse Captain - to supervise the purchase, construction, storage, upkeep, and repair of all boats and boating equipment related to the rowing program, and supplies; to cooperate with the Rowing Commissioner in performing his or her duties;

Rowing Commissioner - to supervise and regulate in a safe manner all matters pertaining to recreational rowing and rowing events and regattas; to cooperate with the Boathouse Captain in performing his or her duties;

Swimming Commissioner - to supervise and regulate in a safe manner all matters pertaining to swimming and swim events; to supervise the purchase, storage, upkeep, and repair of safety equipment related to swimming including inflatable swim support boats, kayaks and other similar craft;

Handball Commissioner - to supervise and regulate in a safe manner all matters pertaining to handball and handball events and tournaments; to supervise the upkeep and repair of the handball courts and equipment;

Running Commissioner - to supervise and regulate in a safe manner all matters pertaining to running and running events;

Gymnasium Commissioner - to supervise and regulate in a safe manner all matters pertaining to the gymnasium; to supervise the purchase, upkeep, and repair of the gymnasium and gym equipment;

Entertainment Commissioner - to supervise and regulate in a safe manner all matters of social activity and entertainment, manage the clubs rental and social activities calendar and bring to the board any conflicts; to supervise the purchase, storage, upkeep, and repair of related equipment, including the cook shack and the bar;

Building Commissioner - to supervise construction, upkeep, and repair of the clubhouse and its facilities; to keep the Board informed of the status of such construction and repair; to propose long-range plans and priorities for building projects;

Membership Commissioner - to make a monthly report to the Board and an annual report to the members describing the number and classes of members; to welcome new members, provide orientation and connect members with the sports that are interest; to publish all upcoming due dates and the consequences of missing them, to publish other such information as may be appropriate.

Each commissioner, plus the Boathouse Captain, may appoint, with the approval of the Board, an assistant commissioner, a committee, or both to assist him or her with the duties of the office. In the absence of a commissioner, the assistant commissioner may give reports at a Board meeting but may not vote.

BUDGETING AND SPENDING

Basic Policy Statement

The South End Rowing Club (SERC) is committed to responsible financial management of all Club revenues and assets.

Under the Internal Revenue Code, SERC is described as a non-profit organization "operated exclusively for the promotion of social welfare" and the "net earnings of which are devoted exclusively to the charitable, educational, or recreational purposes". IRC 501(c)(4)(A)

The policy and procedural guidelines contained in this section are designed to:

1. Protect the assets of SERC;
2. Preclude use of SERC assets for personal benefit by members or any other persons or entities;
3. Maintain adequate funds and future cash flows for continued SERC viability;
4. Make financial transactions transparent to all members of SERC for the purpose of ensuring each member understands the nature of financial accountability;
5. Ensure the maintenance of accurate records of SERC's financial activities;
6. Provide a framework of operating standards;
7. Ensure compliance with federal, state, City and County of San Francisco, and other local legal and reporting requirements.

The Board shall form an Executive Committee, which shall have primary responsibility for ensuring that proper Financial Management procedures are maintained and that the financial policies of the Board are carried out. Exceptions to written policies may only be made with the prior approval of the Board of Directors.

Line Of Authority

The powers and duties of the Board and individual officers are contained in Article III, Sections 5 and 6 of the South End Rowing Club By Laws. These financial policies and procedures further call for an Executive Committee to oversee such financial policies and procedures.

The Executive Committee has and may authorize, when the Board is not in session, emergency expenditures or other actions that require immediate attention. This committee will consist of the President, Vice President, Secretary and Treasurer.

The Treasurer has authority under the SERC by-laws, to supervise the financial affairs of the Club; to manage all of the funds of the Club; to deposit all funds in the name of the Club in the bank or banks designated by the Board; to sign checks with the President or other authorized signatory as described in the By Laws; to make a monthly report to the Board and an annual report to the members of the budget and financial status of the Club; to submit to the Board on request all money and records of the office; to supervise an annual inventory of the Club; and whatever authority as may be designated by the Board of

Directors. Article IV, Section 1 of the by-laws, provides that a General Fund shall be kept to meet current operating and maintenance expenses. Within the guidelines herein and as specified in the by-laws, the Treasurer has the authority to:

1. Perform regular, in-depth reviews of the organization's financial activity
2. Prepare the annual cash flow projection for Board approval;
3. Place investment deposits as directed by the Executive Committee;
4. Design the organization's accounting system;
5. Make decisions regarding the allocation of expenses among accounts and classes comprising the SERC Chart of Accounts.

Insurance Policy

SERC shall purchase and maintain insurance on behalf of any person who is or was serving at the request of SERC, as a Director, Officer, Employee, Agent, Staff Volunteer or other enterprise, against any liability asserted against him or her and incurred by him or her in any such capacity, or arising out of his or her status as such.

Investment Policy

The investment objectives of SERC, in order of importance, shall be the safety of principal, liquidity, and a competitive rate of return. SERC's Executive Committee shall have primary responsibility for the administration of the investment policy and for establishing any specific guidelines as to the mix and quality of the investment account(s). The Treasurer will have responsibility to periodically determine the cash flow requirements of the Club and to notify the Executive Committee of any excess or shortfall requiring transfers into or out of investment accounts.

Private Inurement Policy

As a non-profit "operated exclusively for the promotion of social welfare" and the "net earnings of which are devoted exclusively to the charitable, educational, or recreational purposes", it is essential that SERC have clear, enforceable policies regarding the use of club facilities and tangible or intangible assets. Our non-profit status requires that SERC ensure that "no part of the net earning of such entity inures to the benefit of any private shareholder or individual". IRC 501(c)(4)(A) and (B)

Tangible Assets Policy

Club tangible assets, including row boats, shells, zodiacs, gym equipment, etc., are for the use by club members or authorized non-members within the charitable, educational or recreational purposes of the Club. The Club may prohibit individuals who have paid a day use from using certain Club assets. In no case will club assets be used, rented, loaned or otherwise made available to members or non-members for the purpose of generating or facilitating financial gain. This includes, but is not limited to, the use of assets for private swims, test swims, rowing lessons, swim lessons, where there is direct or indirect financial benefit to parties other than the Club.

Financial Controls

Cash Transactions

Other than Board approved exceptions, cash will not be passed between individuals or entities in exchange for access to the Club house, participation in events, or for the use of Club assets. Board approved activities or events will be posted prominently in various places throughout the Club house specifying charges or ticket prices, and the names of individuals authorized to collect funds.

Separation Of Duties

- The check signer(s) cannot be the person who also has approval authority for a particular expenditure.
- Bank statements are reconciled by the Treasurer or a member of the Executive Committee.

Financial Reporting

A Process for Assessing the Financial Implications of Program and Operating Plans and Activities

- Annual cash flow projections are prepared by the Treasurer, reviewed by the Executive Committee, and approved by the Board.
- A Chart of Accounts is used to code receipts and disbursements to the proper accounts and activity class (Rowing, Swimming, Handball, etc.)
- Monthly Financial Reports are provided by the Treasurer within 30 days of the close of the period and provided to the Board at the next monthly meeting.
- The Monthly Financial Reports are provided to the Board of Directors at each Board meeting.
- Annual audits will be conducted by an independent CPA at the close of each fiscal year. Copies of these reports will be made available to the membership.

Safeguarding Assets

- The Treasurer shall provide fiscal oversight in the safeguarding of the Assets of the Club and shall have primary responsibility for ensuring that all internal and external financial reports fairly present its financial condition.
- A proper filing system will be maintained for all financial records.
- Actual income and expenditures will be compared to the cash flow projections on a quarterly basis.
- All excess funds will be kept in an interest bearing account or other investment account as authorized by the Executive Committee.
- Bank statements are promptly reconciled on a monthly basis.
- Documents on all securities and fixed assets will be kept in a locked fireproof file. Inventory records will contain description, serial numbers, date of purchase or receipt, valuation, and date of valuation. Photographic records

of wooden boats will document condition and craftsmanship and updated annually.

- Appropriate insurance for all assets will be maintained.

Payroll Controls

- Personnel files are to be maintained at organizations' site for all employees. Changes in payroll data (i.e., pay changes) are approved by the Executive Committee before files are updated.
- An outside payroll processing firm will (may) be used to process the payroll. The Treasurer will notify the payroll service of any changes to the payroll master file. (If used,) The payroll service will generate the payroll register, prepares and files all payroll tax returns, withholds employee and employer payroll taxes and deposits all federal, state and local payroll taxes with the respective authority. The Treasurer will review the payroll register for proper processing of amounts.

Accounting Procedures

Cash Receipts (Check or cash)

- All checks received are stamped with "Deposit only" immediately upon receipt.
- All cash receipts are recorded on pre-numbered cash envelopes with duplicate receipt stub.
 - Guest fees will be collected weekly by two people designated annually by the Board;
 - Event cash and checks will be collected and summarized by a Commissioner with an event profit and loss statement and attached to the receipts envelop.
 - The duplicate envelop stub will be placed in the Treasurer's inbox for reconciliation to deposit records.
- The Office Manager will be responsible for preparing the documentation on receipts for deposits and for making timely and prompt deposits.
- A copy of the deposit slip from the Bank is compared and attached to the corresponding receipt copies and cash listing.
- The Office Manager is to notify any member who is delinquent in payment of dues, assessments or other money due the club. Delinquency is defined in the By-Laws as failure by a member to have paid dues by February 1 or to have made arrangements for another payment schedule.

Cash Disbursements

- All invoices received shall be stamped with the date received by the Office Manager and shall be directed to the appropriate commissioner or other authorized person for approval for payment.

- Expenditure requests shall be initiated in writing by the appropriate Commissioner or other Board member
- Check requests for expenditures related to a Club event shall be prepared or approved by the appropriate Commissioner or other Board member.
- Check signers, by signing a check, are in fact approving check requests by reviewing the check amount to the authorized supporting documentation.
- Documentation supporting a check request consists of an ORIGINAL invoice from a third-party vendor.
- The bookkeeper prints the pre-numbered checks only with approved requests. The unsigned check, support and request are presented to authorized check signers for their signatures (information on checks is compared to support for accuracy).
- Two signatures are required on all organizational checks.
- All checks are pre-numbered and accounted for monthly.
- The checks print in one part with two stubs:
 - The original check and one stub attached is sent out for payment
 - One stub is attached to the check request or invoice and is filed numerically with support in alphabetic vendor files maintained for each calendar year.
- All voided checks must be defaced and retained with canceled checks.
- No checks may be written to "cash" or "bearer".
- Blank checks are stored in a locked drawer.
- The Office Manager is responsible for filing paid invoices.
- Checks will be signed as specified in Article IV of the By Laws.
- Blank checks may never be signed in advance.
- The check copies and supporting documentation is then filed in the calendar year vendor file.
- The Office Manager is responsible for mailing all checks.
- Vendors submitting invoices to SERC for goods and services must have a properly filled out IRS form W-9 to determine whether withholding or Form 1099 reporting is required.
- Commissioners using a new vendor for the first time should inform such vendor that a W-9 will be required before payment. To expedite payment, Commissioners are advised to have a form available for the vendor when purchasing or contracting for goods or services.

Business Record Retention Schedule

General

- Accounts Payable Records 5 years
- Accounts Receivables Records 5 years
- Audit Reports 3 years
- Contracts (After Expiration) 7 years
- Bank Statements & Reconciliations 3 years

- Canceled Checks 7 years
- Correspondence 3 years
- Deposit Slip Duplicates 2 years
- Insurance Policies (After Expiration) 5 years
- Expense Analysis & Distribution Schedules 7 years
- Inventories 7 years
- Fixed Assets Records Permanent
- Legal Briefs Permanent
- General Ledgers Permanent
- Licenses Permanent
- Invoices 7 years
- Journals/Cash Books 7 years
- Minutes Permanent
- Payroll Records 5 years
- Office Equipment Records 6 years
- Patents Permanent
- Profit & Loss Statements Permanent
- Property Records Permanent
- Trademark Records Permanent

Personnel Records

- Contracts (After Termination) 5 years
- Earnings Records 6 years
- Employee Personnel Files 3 years
- Insurance Records Permanent
- Employment Applications 5 years
- Annuity or Deferred Payment Plan Permanent
- Retirement & Pension Plans Permanent
- Time Cards 2 years
- Employee Withholding Statements 7 years

Tax Records

- Depreciation Schedules Permanent
- Time Cards 2 years
- Employee Withholding Statements 7 years
- Tax Bills & Statements 3 years after date of filing
- Tax Returns & Work Papers 3 years after date of filing

Budgeting

Each appointed commissioner shall create an annual budget for their program. In preparing the budget, they must consult with last year's commissioner for their program and the treasurer. The budget should have a line item for each significant purchase planned during the calendar year plus at least one line item indicating the

cost to operate the program (various small purchases).

For example the budget for the gym might look like this:

| Item | Amount | Notes |
|--------------------|---------------|--|
| New ERG | \$3000 | |
| New free weights | \$1500 | |
| Operating Expenses | \$400 | Disinfectant, lubricant for equipment, etc |
| Total | \$4900 | |

Budgets shall be presented to the Board at the January or February meeting and be approved by March. The Board may revise the budgets at any time. Commissioners may not make significant purchases without an approved budget.

Budget Reporting

The treasurer shall provide quarterly program reports to the Board regarding each program budget. Significant variances from the approved budgets must be highlighted to the Board.

Spending

Once a commissioner has an approved budget they may spend the authorized amounts without further Board approval as long as:

- their year-to-date spending has not exceeded what the Board authorized
- the expenditure won't cause them to exceed their authorized budget
- the item being purchased is unchanged from what the board authorized

If any of these conditions are not true, then the expenditure is not allowed without further Board approval. In any case, all significant expenditures must be reviewed by the treasurer before the purchase is made.

Hiring of Paid Employees

Each paid position must have a written job description including job duties, qualifications, and the title of the board member who will supervise the position.

A written job posting must be created before the hiring process can begin. The job posting must be placed on the bulletin board at the club, in addition to any other electronic or physical job boards.

A minimum of three board members must participate in the interview process and hiring decision. The hiring decision must be recorded in the minutes of the next Board meeting.

Code of Conduct and Disciplinary Process

This Code of Conduct outlines our expectations of behavior from members, volunteers and daily guests/visitors who are involved in swimming, running, rowing, handball or other Club activities (including entertainment events), referred to here for simplicity as “members.”

At the South End, we strive to create an inclusive community that supports athletes of differing backgrounds, ages, and abilities. By participating in our Club, members agree to abide by this Code of Conduct.

Respect the Club and leave it a better place - it is maintained entirely by volunteers.

Recognize that you are in a communal environment with an established culture and set of practices that have evolved and will continue to evolve over time. Be open to them.

Treat others with respect and understanding, recognizing that we all come from different backgrounds and abilities. Give each other the benefit of the doubt. Apologize if appropriate. Board members can help facilitate dialog.

Observe club policies, procedures, and regulations.

Do not engage in discrimination, harassment, or bullying, whether verbal, written or physical.

We ask all members to help maintain the integrity of the Club by refraining from actions or behaviors that negatively impact the experience of other members or bring the Club into disrepute.

Code of Conduct Violations

Experience has demonstrated that the Club operates harmoniously when members abide by the standards of conduct identified in this Code. Occasionally people run afoul of these standards. On these occasions, members are expected to attempt to peacefully work things out between or among themselves. This is such a bedrock of the South End culture, it bears repeating. We are an adult club: members are encouraged to peacefully settle problems amongst themselves.

We recognize this might not always be feasible. In these cases issues can be escalated to the Board by submitting an incident report (found here TBD) to incident@serc.com. Anonymous complaints are not accepted. All submitted complaints are treated as confidential (i.e., shared on a need-to-know basis). If the conduct complained of presents an emergency or urgency, or threatens safety, the police or other appropriate authorities should be notified.

Incident reports are reviewed by the Club President, who may choose to mediate the problem or initiate a formal investigation.

Mediation Process

If the Club's President and VP believe the complaint to be minor (i.e., not likely to lead to suspension or expulsion), they may decide to attempt mediation instead of immediately launching a board investigation. The mediation may be handled by the President or their appointed designee.

At the conclusion of a successful mediation, the President will place the original complaint plus a document summarizing the result of the mediation in the files of both the complainant and target of the complaint. These files are maintained within the office and to protect confidentiality, access to these files will be restricted to Board members on a per-request basis.

If the mediation is unsuccessful or if the President and VP deems the conduct serious enough to potentially lead to suspension or expulsion, then the complaint will be investigated as described below.

Investigative Process

Upon first notifying the target of a complaint against them, the Board member, investigators, or other Club representative will also inform the target that any form of retaliation against the complainant or any other witnesses or other persons is itself a punishable offense, and that it is prohibited to discuss the complaint, or any aspect of it, with the complainant(s), or with any witness with the intent of discouraging or altering their testimony.

The President will appoint two Board members to investigate the violation as soon as possible following the violation. The investigators will have the following characteristics:

- Be prepared to move quickly to undertake the investigation. If for whatever reason they are not able to proceed with promptness, they should immediately inform the President.
- Not be the same gender.
- At least one of the investigators should have participated in a previous investigation.
- Be members of the current Board, although the President may recruit a former Board member to perform the function if they deem it appropriate.
- Ability to approach the investigation impartially, whether or not they know one or more parties to the complaint.
- The President should not be one of the investigators (leaving them free to supervise the process).
- The investigators will always conduct all interviews with the complainant and the target of the complaint jointly. Interviews of witnesses, etc. may be conducted on a one-on-one basis.
- Each interview will be documented by at least one of the investigators and these interview notes will be included within the written investigation report

After all parties have been interviewed, the investigators shall prepare a written report for the Board that:

- Describes the background and overview of the complaint
- Documents the investigative process (e.g., who was interviewed, what was learned)
- States the findings of fact and conclusions as to whether any standards of conduct were violated
- Provides recommendations on appropriate consequences

The investigators should strive to reach a shared recommendation for the Board, with one of the following outcomes:

- No action: Dismiss the charge.
- Oral warning: One or more parties receive an oral warning.
- Written warning: One or more parties receive a written warning.
- Suspension: How long the member(s) should be suspended for (not to exceed 90 days).
- Expulsion: With or without the possibility of readmission to the Club.

If the investigators believe there are other outcomes that would be preferable to those listed, they can propose them. If the investigators can't achieve consensus, then they should explain what is preventing agreement.

In order to protect confidentiality and reduce the likelihood of the investigator's report being circulated beyond the Board, the report is typically distributed in printed form prior to Board consideration and retrieved following discussion. The complaint is considered by the Board in closed session. The elected officers present may accept or modify the investigator's recommendations. Possible outcomes (in increasing severity) are:

- No action: The President or VP will provide written notice to the parties.
- Oral warning: The President or VP will have (preferably face-to-face) discussions with the parties. One or both of the investigators may be included in these discussions.
- Written warning: The President or VP will provide the written warning.
- Suspension: The President or VP will provide a written notice of suspension.
- Expulsion: The President or VP will provide a written notice of expulsion.

Suspension

A majority vote of the elected officers present at a Board meeting can initiate suspension. Following a vote to suspend the President or VP will send the target a written notice of suspension. The notice of suspension will include the nature of the charges, the names of the parties making such charges and set forth the Board's decision including effective dates. The notice will advise the member has 7 calendar days to challenge the suspension (unless an extension is requested and granted by the President). If the suspension is not challenged within 7 days, the member is

suspended. If the member timely elects to challenge the suspension, they are entitled, at the next Board meeting, to state reasons why the decision should be revisited. During the period from delivery of notice through appeal, the member's access to the Club is suspended; this period will count towards the member's period of any suspension ultimately imposed. If the member chooses to contest the suspension at a Board meeting, the elected officers present may choose to rescind, modify or uphold the suspension, by majority vote. A suspended member is precluded from using the Club on a day use or guest basis during the suspension period. If a suspended member is found on the premises during their suspension, their period of suspension will be doubled.

Expulsion

A majority vote of the elected officers present at a Board meeting can initiate expulsion. Following a Board vote to expel, the President or VP will send the target a written notice of expulsion. The notice of expulsion will include the nature of the charges, the names of the parties making such charges and set forth the Board's decision including effective dates. The notice will advise the member has 7 calendar days to challenge the expulsion (unless an extension is requested and granted by the President). If the expulsion is not challenged within 7 days, the member is expelled. If the member timely elects to challenge the expulsion, they are entitled, at the next Board meeting, to state reasons why the decision should be revisited. During the period from delivery of notice through appeal, the member's access to the Club is suspended. If the member chooses to contest the expulsion at a Board meeting, the elected officers present by majority vote may choose to rescind the expulsion, convert the expulsion to a suspension or uphold the expulsion. The Board's decision shall take force immediately. An expelled member is also precluded from using the Club on a day use or guest basis. If an expelled member is found on the premises, it will be considered trespassing and the authorities will be notified.

Notification of Parties of Outcome

Once the Board has concluded its consideration of the complaint, including any appeals, the President or VP will notify the complainant and target of the salient findings and disciplinary consequences, if any.

FACILITY USE

Club Membership has grown significantly in recent years, as has the opportunity for misunderstanding and conflict. The purpose of this procedure is to describe the requirements for use of the club property and provide a consistent reference for members to determine what is and is not acceptable. The requirements are driven by the Port of San Francisco, San Francisco Recreation and Parks Department, our insurance companies, and general common sense.

General Behavior

The South End Rowing Club is a multi-generational adult volunteer club and requires the kind and gentle care of its membership and guests. We are here for the enjoyment of our sport and to support each other. Membership is a privilege. We belong to the Club. The Club does not belong to us. Please treat the Club with the respect you would show to your best friend's home. When you are asked for help, please show up, and help. Let's preserve and respect our precious resource.

While members share common interests in the sports of rowing, running, swimming, and handball, disagreements arise. We expect members to behave in a respectful manner, both toward each other and the facility. Violence, threats, or bullying of any kind will not be tolerated and many lead to immediate suspension and/or expulsion. When disagreements occur, members are expected to attempt to settle the problem among the involved parties prior to involving the Board. However circumstances might arise when an emergency call to the police is the appropriate course of action. Members are expected to use their good judgment.

Facility Use Considerations

- a. All members use and enjoy our facility as a place for our four sports. Remember, the Club is not your personal residence, kitchen, living room, or office;
- b. Please consider how to volunteer. The last Sunday Volunteer Day is a great place to start;
- c. Only dry wet suits are allowed in the building;
- d. Keep sand out of the Club. Rinse all equipment, humans, and other creatures before entering the building. Use outdoor foot wash stations, shower, and hoses. A footbath must be posted outside the boathouse door;
- e. Feel free to sweep the sand from the boathouse apron in the morning;
- f. Obtain training from an experienced Club cook before using the stove;
- g. Use compostable or reusable plates and utensils for all events.
- h. The consumption of alcohol before any Club sporting event or activity is banned. The first violation of the ban will result in a warning, the second a suspension and the third expulsion from the Club

Public Day Use

The South End Rowing Club is open to the public on Tuesdays, Thursdays, and Saturdays between the hours of 9:00 am and 6:00pm from November 1 to April 30 ("Winter Season") and the hours of 8:00 am and 5:00 pm from May 1 to October 31 ("Summer Season"). Public visitors shall ring the doorbell for access. There is a day-use fee of \$10.00. Public visitors must sign the guest book, fill out one of the envelopes, sign it, and put their \$10 fee inside. Deposit the envelope with cash or check in the safe at the entrance. (No public visitors on Sunday.)

Public visitors may use the locker rooms, day use lockers, gym, handball courts, dayroom, showers and saunas, and beach.

Public visitors may not use the wooden boats, shells, kayaks, or any other watercraft.

Minors are not allowed to utilize the Club under the Day Use procedures.

A suspended member or expelled former member shall not have access to the Club under the Day Use procedures unless such permission is expressly provided in their letter of sanction from the Board.

Guest Accompanied by a Member

Members in good standing may bring up to two guests to the club at any time. A club member must accompany the guest. (Note that membership at SERC is individual. Members' families are considered guests and must adhere to the guest policy if they are using the club's facility.) If the guest is a minor, a parent or legal guardian must accompany the minor and shall co-sign the guest book with the minor.

There is a day-use fee of \$10.00. Guests must sign the guest book, sign the waiver on the envelope, put their \$10 fee inside, and deposit the envelope with cash or check in the safe at the entrance.

The day-use fee does not apply to non-members who:

- are spectators of sports events hosted by the club. (However, if guests are joining for meals, they must pay the event's suggested amount for that meal.)
- are accompanying members and not using the club's shower, sauna or other facilities

Guests may not use the wooden boats, shells, kayaks, or any other watercraft. Use exceptions for rowing boats may be granted at the discretion of the Rowing Commissioner or Boathouse Captain.

Non-member participants in sports events (e.g. tournaments and regattas) must be registered and paid-in-full for that event. (Sports commissioners are required to provide these lists to door monitors.)

Lockers

Locker room lockers for both men and women are available to members based on availability for an annual fee of \$125.00, or pro-rated to \$75.00 if rented after June 30th (fees subject to change.)

Twenty men's lockers located outside of the men's locker room are available for an annual fee of \$96.00. These lockers are intended for storage only. Nudity is not permitted in the passageway.

There are Day Use and ADA lockers in both the men's and women's locker rooms. No overnight locks are permitted on Day Use or ADA lockers.

Locker waiting lists for men and women are maintained by the Membership Commissioner, or a designee.

Out-of-Town members are not eligible for any locker, either in or outside the men's or women's locker rooms.

Locker Room Etiquette

No *wet* wetsuits in the locker room.

Wet swimsuits should be hung to dry outside.

Clothing hooks are only for day use. Items that don't fit in your locker should not be left in the locker room overnight.

No aerosol use is allowed which may create an emergency situation for those with asthma.

Rinse off your sandy feet before entering the locker room.

Conserve water when showering - warm up in the sauna.

Lend a hand and wipe down the sink area, mop up a puddle on the floor (mop is stored outside the locker room door in janitor's closet) and clean up after yourself and your neighbor from time to time.

Facility Rental

- a. Read the Club Rental Guidelines and the Club Rental Agreement posted on the Club's website, under the FAQ section;
- b. Contact the Entertainment Commissioner to discuss the desired rental date, purpose, and other specifics;
- c. If Entertainment Commissioner approves the rental, download, complete, and sign the Club Rental Guidelines and the Club Agreement. Return the agreements with the necessary fees and documentation;
- d. A security guard, chosen by the Entertainment Commissioner, must be paid by the renter by the event start time;

Security Cameras at the South End Rowing Club

Overview:

The purpose of this policy and procedure is to describe placement and use of security cameras at the South End Rowing Club ("the Club"). Through the placement of cameras, we hope to deter vandalism, theft, violence, or other inappropriate behaviors at our club. A balance between individual and Club interests in privacy, safety, and security is of critical importance and has been considered.

Notice:

There will be appropriate notice of the presence of security cameras placed at the front door of the Club. The security camera policies detailed in this document will be available to all members on the Club website.

Camera Location:

Cameras may be placed as deemed appropriate by the Building Commissioner:

- on the first floor of the building interior except for the first-floor bathrooms,
- on the second floor but only in the office and dayroom,
- on the exterior of the building facing the dock.

Exterior cameras on the front or side of the building will be allowed only with the authorization of the President and/or Vice President.

Irrespective of location, cameras need not be obviously visible, but they shall not be concealed.

Review and Monitoring:

Except for the purpose of periodic testing of the system, images may be reviewed only by or with the written permission of the President or Vice President, and only in response to a report of suspected vandalism or other actual or attempted harm to persons or property. Anyone violating this restriction shall be subject to suspension or expulsion from the Club at the discretion of the Board.

There shall be no required frequency of review. Nothing in this Policy and Procedure shall preclude the Club from sharing any images or their contents with

Club officers, agents, or employees with a need to know in order to perform their Club duties.

Viewing Location:

It is strongly preferred that authorized review of images occur from the Club office. However, if this is not technically feasible, then they may be reviewed from other locations.

Audit:

A physical log will be retained that contains at a minimum the following details: The date the images were accessed, who accessed the images, for what purpose, what time period was reviewed and who authorized the review. Any Club member may review the log.

Retention Period:

Images will not be retained for more than 60 days. If an image documents any instance of wrongdoing, those images may be retained indefinitely. Upon the request of a law enforcement agency or other governmental body, images will be retained for the period of the request.

Retention Location:

The images shall be retained onsite at the Club. However, if this is not technically or fiscally feasible, then the President or Vice President may authorize their storage in the cloud. Irrespective of where they are retained, the President or Vice President must be given sufficient assurance that the images are secure and cannot be inappropriately accessed.

Audio:

The cameras will not record any audio data.

Vandalism:

Any Club member who vandalizes the cameras or their storage mechanism shall be subject to suspension or expulsion from the Club at the discretion of the Board. Any member of the public who is not a Club member who vandalizes the cameras or their storage mechanism shall be permanently barred from Club membership.

Third Party Access:

The Board will not voluntarily release any images to third parties or otherwise disclose the contents of any images except under the following circumstances: (1) the Club receives a request for disclosure of images or data from images that lawfully requires compliance; (2) receipt of a subpoena issued by a competent authority or an order issued by a court or tribunal of competent jurisdiction; or (3) the Board determines that disclosure is necessary for the Club to defend itself in a judicial action or administrative proceeding.

ENTERTAINMENT COMMISSIONER

Each year the Board appoints an Entertainment Commissioner as soon as practical after an election. The Entertainment Commissioner shall be either a Life member or an Active member of any duration. The role of the Entertainment Commissioner is to supervise and regulate in a safe manner all matters of social activity and entertainment, manage the Club's rental and social activities calendar, and bring to the Board any conflicts; to supervise the purchase, storage, upkeep to the cook shack and bar.

Responsibilities:

- Organize, delegate and execute 4 annual club events
 - St. Patrick's Day Luncheon (March)
 - Old Timer's Luncheon (April)
 - First Responders Lunch (July 4th)
 - Holiday Party (First Saturday in December)
 - Additional events as needed (e.g., Memorials)
- Administer the bar
 - Managing the biweekly Happy Hour schedule
 - Manage training and onboarding of SERC members to lead the bar
 - Promote approved people to be bartending leads who must also pass their ABC Responsible Beverage Server course.
 - Manage our ABC license adding approved bartending leads to our portal with their server Id.
 - Ensure we renew our annual ABC license due in July of each calendar year
- Manage the club calendar, managing conflicting event requests and adding events and details to the calendar in a timely manner
- Manage the Kitchen and Cook Shack space
 - Manage the orders for cookshack and bar supplies including plates, cups, utensils, dish soap, dish cleaning supplies, tinfoil, cling wrap as needed. Note that the building commissioner orders cleaning and sanitation supplies used club wide, including the dishwasher
 - Manage the cleanliness and organization of the cook shack and bar, including establishing expectations for cleanups with event leaders for all club sanctioned social events
 - Ensuring there is a weekly clean out of the refrigerator
 - Note that maintenance and repair of hospitality equipment is managed in conjunction with the building commissioner
- Manage Facility Rental Requests
 - Respond to all rental or event scheduling inquiries
 - Process all event requests within 14 days of receipt
 - Perform a walkthrough of the rental area with the member renter

- Assist in selection process for a security guard for the event. Security guard is paid directly by the renter
- Manage the payment of rental in conjunction with the office manager as well as the deposit refund

Facility Rental

Potential renters shall:

- a. Read the Club Rental Guidelines and the Club Rental Agreement posted on the Club's website, under the FAQ section.
- b. Contact the Entertainment Commissioner to discuss the desired rental date, purpose, and other specifics.
- c. If the Entertainment Commissioner approves the rental, download, complete, and sign the Club Rental Guidelines and the Club Agreement. Return the agreements with the necessary fees and documentation.
- d. A security guard, approved by the Entertainment Commissioner, must be paid by the renter.

ABC License

Alcohol service is controlled by the State Department of ABC. In order to comply with ABC regulations, the Club has a permanent type 51 license. The license has the following characteristics:

1. The license allows the service of all types of alcohol at the Club.
2. The alcohol must be consumed on premise.
3. Alcohol may only be consumed on the first floor of the building (and not the second floor) and may not be taken onto the beach or dock.
4. When alcohol is being served, there should be signage stating No Alcohol Past This Point placed at the: front door, each staircase and the entry to the dock.
5. The license covers both Club events and rentals.
6. The license includes access to an ABC administered portal which is managed by the Entertainment Commission.
7. The license must be renewed in July of each year.

MEMBERSHIP

This procedure describes the South End membership including joining the club, membership classes, termination of membership, disciplinary actions and the responsibilities of the Membership Commissioner.

The purpose of this procedure is to provide transparency to club members regarding the membership process.

Membership procedure

Annual membership in the South End Rowing Club is limited to individuals over the age of 18 who are interested in participating in the activities of the Club.

Applicants shall submit an online or paper membership application with the initiation fee and membership fee for the remainder of the year. Neither a personal interview or appearance nor a sponsoring member shall be a requirement for application for membership. The applicant will be noticed within 30 days of receipt of their application whether the application has been accepted, deferred due to capacity, or rejected.

The Membership Commissioner or designee shall contact the new member within 30 days of receipt of the application. In the event a new member joins in December, dues shall be paid through the end of the following year. New members will receive a "Welcome packet" by mail, including a welcome letter, key card and South End Rowing Club sticker; and an email that provides links of interest and detailed instructions for joining the unofficial sports message groups. The Membership Commissioner shall announce new members at the next board meeting.

An applicant who would otherwise be admitted but for lack of capacity in the Club shall be placed on a waiting list, and shall be admitted in the order of application. The Membership Commissioner or designee shall contact the new member within 30 days of receipt of the application to explain the application deferral process. A deferred applicant's membership shall begin on the date when the applicant is accepted from the waiting list. In the event a new member joins in December, dues shall be paid through the end of the following year.

At times an application for membership must be denied. Good cause for rejection is defined as follows: a record of past acts or conduct demonstrating that the admission of the applicant would substantially impair the purposes of the Club, the preservation or maintenance of the property, or the health, safety, or welfare of its intended users. Prior to rejection of a member application the Membership Commissioner shall, at a minimum, consult with the President of the Board. The Membership Commissioner shall notify each rejected applicant in writing of the reason for rejection, and shall return all money submitted with the application. A rejected applicant shall be eligible to reapply for membership 6 months after rejection.

Membership is renewable each year. The Membership Commissioner shall invoice members, online or via paper invoice, of upcoming dues by November 30th each year. Dues must be paid by January 31 each year. Failing to renew membership in a timely fashion will result in termination of the member's club access. Access will be restored once the payment has been made.

A member shall petition the Membership Commissioner for any change in membership class and must be a member in good standing at the time of the petition. Changes to membership class shall only occur at the annual membership renewal date. For example, a member who wishes to change status from Active member to Out-of-town member must be a member for an entire calendar year prior to petitioning the Membership Commissioner at the time of the next annual membership renewal cycle.

Membership termination may occur in the following ways: letter of resignation, nonpayment of dues, or expulsion as detailed elsewhere. Termination does not relieve a member of the obligation to pay any amounts or fees due at the time of termination, or to return any club property in his or her possession, including but not limited to keys or access cards. A person whose membership has been terminated and wishes to rejoin, may be readmitted by following the standard application procedure.

A member may resign at any time by writing to the Membership Commissioner and returning any Club property, including keys. A member whose dues have been delinquent for 60 days is presumed to have resigned from the club. The Board may set a reduced initiation fee for former members who resigned in good standing and wish to rejoin.

Membership Commissioner

Each year the Board appoints Membership Commissioner as soon as practical after an election. The Membership Commissioner shall be either a Life member or an Active member of any duration. The role of the Membership Commissioner is to process new member applications, process member renewals, and provide membership information to the board and newsletter editor.

The Membership Commissioner or designee shall:

- a. Respond to all membership inquiries
- b. Manage all facets of new membership applications and member renewals.
- c. Process all membership applications within 30 days of receipt. This includes both online and paper membership applications;
- d. Welcome new members by mailing a "Welcome packet" which includes a welcome letter, key card, a South End Rowing Club sticker, and sending an email that provides links of interest and detailed instructions for joining the unofficial sports message groups;
- e. Invoice members who do not register online;

- f. Manage all membership registrations and payments, with assistance from the office manager;
- g. Notify members of delinquencies;
- h. Handle all key card requests;
- i. Update door key card entry system, as needed.
- j. From time-to-time, review the registration process to ensure it is technically and procedurally correct.
- k. Work with the office manager to keep member information (contact info, personal info, club interests) updated in the quick base system

COMMUNICATIONS

As with any large group, the Club has many lines of communication among members and between the Board and the membership. There are Board sanctioned communication methods, and unsanctioned grassroots methods. The purpose of this document is to describe and distinguish these methods

Official Club Communications

Website

SERC.COM is maintained by the club to provide information to members and the general public. The Board assures all content is approved and correct, including names and email addresses of the Board, the Club calendar, and individual sports information pages.

Direct To Member Emails

Members are strongly encouraged to inform the Club of their current email address. The Board communicates important information including club event details, election information, and other key items via email blast directly to the membership.

Newsletter

The Club newsletter is available both as hard copy mailed to members and digital versions maintained on the Club website. Members contribute photos articles, drawings, poetry, etc for inclusion in the newsletter. The newsletter is published three or four times a year.

Unsanctioned communications

There are several means of electronic communication and social media used by members and the public that include “South End”, “SERC” or “Alcatraz Invitational” in their names. These include various Google and Yahoo groups, Facebook pages, Twitter and Instagram. These media are not overseen in any way by the South End Rowing Club or its Board. The Club does not control the membership of these groups, nor does it monitor or moderate the content. Members who join these groups do so with the understanding that the Club has no responsibility for what is posted.

SPORTS

This procedure provides information for participation in sports activities at the South End.

The purpose of this procedure is to provide information to club members with consideration for safety and the preservation of club assets.

Fleet Use and Rowing

Open water rowing is an inherently dangerous sport where we encounter hazards including cold water, strong tides and currents, aids to navigation, motorized vessels, marine animals, and flotsam and jetsam. Rowers must practice common sense, safe procedures, and have emergency plans.

General Rowing Information

Our fleet consists of wooden boats, lite boats and shells. Boats at the Club are available on a first come, first serve basis. We do not allow privately owned watercraft to be stored on premises.

Prior to leaving the dock, each rower must be familiar with current dock procedures (see Dock Procedures), sign out in the Logbook, equip the vessel with a PFD and whistle, and if rowing in the dark have a light. We strongly encourage having a communication device such as a cell phone or Very High Frequency (VHF) radio on-board. The rower should have the ability to call the Coast Guard (Emergency phone 415-556-2103 or VHF Channel 16) for assistance, if needed, and especially when rowing alone.

Each SERC member is fully responsible for bringing each boat back the way they found it and for reporting any damage or vessel malfunction. If damage is incurred, it must be noted in the logbook and in a text or email to the Boathouse Captain. The member who checked the vessel out is responsible for managing the repair process to completion and paying for any necessary parts or labor.

Permitted Rowers

Only members of the South End Rowing Club may use the wooden boats and shells that comprise our fleet. Members of the public and guests are not allowed to row South End boats. Exceptions are made for visiting rowers from other clubs who may be invited to row in a double or a barge with a South End member/s and must be cleared with the Rowing Commissioner or Boathouse Captain.

SERC members interested in rowing are encouraged to watch the videos embedded on the Club's rowing page. They are encouraged to take a Club rowing clinic. Members of the public are allowed to participate in rowing clinics prior to becoming a South End Rowing Club member. Novices are strongly encouraged to take the

Novice Course at Open Water Rowing Center or elsewhere outside of the Club, as may be convenient.

Each new rower must pass a certification row conducted by a Club rowing mentor for independent use of the boats. Please discuss a certification row with the Rowing Commissioner.

Rower Communication

Communication between Club rowers is important. Club rowers are encouraged to join our informal communication groups. The process for joining these communication groups is detailed on the Club website rowers page [Rowing \(serc.com\)](http://serc.com). These communication groups are not official Club communication organs.

Launching & Recovering Wooden Boats and Fiberglass Heavies from the South End Dock
The following instructions mainly pertain to the launching and retrieving of wooden boats. We have two blocks tied to ropes at the end of the dock. One is yellow, with two pins that match two holes in the dock. The other is red and has a coved face; it is the old “Chock” we use when retrieving boats.

1. Launching

Before you launch, make sure the removable yellow “4x4” block equipped with two “pins” is in place with both pins inserted. This block functions as a backstop for dolly wheels as the boat moves into the water. It is essential that the block is locked-in by the pins prior to moving the boat down the ramp. Make sure you line up the boat and dolly so the wheels engage the yellow block.

2. Recovery, fair conditions.

Check that the wheel block is in place and put the second un-pinned wheel chock (the one with the curved face) in front of the dolly wheels. Place it on the “uphill” or shore side, curved face against the wheels.

3. Recovery in rough conditions

When the wind and waves make controlling the boat difficult you have the option to drag the boat up onto the dock to secure it.

Remove the yellow pinned wheel block and set it off to the side with the pins pointed away from the center of the dock, not up. Wet the dock’s center board as this will make it easier to drag the boat up.

Bring the boat straight up or on a diagonal, which ever method seems less likely to damage anything. Once the boat is on the dock secure it with the bow and stern lines by using the cleats on the sides of the dock.

If the boat is flooded with water and equipped with a plug, pull the plug now.

Level and secure the dock. If necessary, find a helper to assist in straightening the boat onto the center of the dock; then place the dolly on the land side of the dock, block the wheels, and drag the boat up onto the dolly.

Reminders:

Never be afraid or too proud to ask for help! First of all, we want you to be as safe as possible; second of all, our boats are priceless, and repairs are time-consuming, expensive, and sometimes difficult. Take care of our beautiful fleet!

Don't bang the boats! Most damage occurs when the boats bang into the bumper at the dock edge, and when folks drop or bang boats onto the dock, dollies or other hard things. Treat the boats gently and with the utmost care! Come in slowly and carefully at the dock; fend off the boat, get it off the edge of the dock as soon as you safely can. Lift and slide the boats onto dollies rather than heaving and dropping.

Mind the interior of the boat. Carry the oars down to the bottom of the dock. Keep out the sand; wipe it up carefully with damp sponge or vacuum when you return. Care for the ropes; coil them neatly if dry; hang them loosely on bow /stern if wet. Don't "grind" a wet sandy rope into the deck when coiling; it's like sandpaper on the varnish!

Gym Use

The South End Rowing Club gym is an amenity shared by all members. It contains expensive equipment that should be utilized with care in order to preserve these assets for other members.

Limitations

- a. The gym is for adults only. No children are allowed in the gym.
- b. Dogs are not allowed in the gym.
- c. Shirts and shoes must be worn.
- d. Do not leave personal equipment in the gym.
- e. Use of private trainers is not allowed.

Policy On Use of Non-Club pilots and Motorized Equipment

Piloting swimmers with motorized equipment has inherent risks however the South End Rowing Club has taken many steps to mitigate these risks including:

- A carefully planned and managed program to train and evaluate pilots and to assure that pilots aren't allowed to operate beyond their level of competence.

- Sensibly selected equipment that minimizes the risk of injury to swimmers.
- Appropriate insurance in case an accident should occur.

Some swims require motorized support above and beyond what can be provided from the Club's own fleet. In these cases additional craft may be rented. The rented equipment will be Coast Guard certified and be driven by a Coast Guard licensed Captain. The captain and equipment must carry their own commercial insurance. The Captain will also provide a liability waiver to the Club. The Board may waive some or all of these requirements on a case-by-case basis.

Under no circumstances are individuals (Club members or non-Club members) allowed to store or operate private motorized vessels from the South End Rowing Club. Private motorized vessels may only be used on South End Rowing Club swims if they meet the previously stated requirements.